

Changing the Conversation 2023 Impact Report

Dear stakeholders, friends, neighbors, donors, and all other members of the Northern Rivers family:

For far too long, there simply weren't public conversations about children, adults, and families in need of help. Challenges like abuse, neglect, trauma, mental illness, and educational difficulties were to be dealt with in silence. Stigma and shame kept the disadvantaged in darkness, and that prevailing "wisdom" held people back and kept people down.

Thankfully, the conversations have changed. Asking for and receiving help are rightly seen as signs of strength, not weakness. Talking about one's struggles presents an opportunity to help others, not a vulnerability to be exploited. At Northern Rivers, we believe in the strength, ability, and potential of those we serve, and we believe in sharing those beliefs at every opportunity.

However, a conversation is more than just one voice. Ideally it is a give-and-take between many diverse voices, varied perspectives, and fresh ideas. The best conversations build momentum as they go on, leading all involved to greater understanding and achievement far beyond what any one voice could manage.

And that brings us to you, the many different members of our family. This Impact Report represents our continuing conversation with you. It's a window into our heart and soul, an opportunity to see what you have made possible. Read on, see the changes you've made possible, and be inspired.



Bill Gettman

William T. Gettman Jr.
Chief Executive Officer



Rose Miller

Rose Miller
Chair, Board of Directors

DEI: OUR JOURNEY CONTINUES

Each day, we strive to improve our understanding and sensitivity, and embrace all perspectives and experiences. No DEI (diversity, equity, and inclusion) journey should ever have an endpoint; the quest to be better should be continuous. We have made a multiyear commitment to this journey, and this year we held intensive, immersive, cross-organizational workshops and learning experiences to develop a concrete, multiyear plan to help us improve. We look forward to implementing this plan and taking another step in this process.

By definition, this cannot be an easy or entirely comfortable process. There are lessons to learn and unlearn, biases to overcome, and behaviors to change. As we go through this process, we strive to understand and support each other, providing safe spaces for discussion and working every day to be better. We are committed to this work because we don't just serve a portion of our community. All are welcomed with open arms at Northern Rivers. That's true for our clients, their families, our staff, and our community. For more on our efforts, visit www.nrfs.org/careers/diversity-and-inclusion.

Board of Directors

As of June 30, 2023.

*Term ends Dec. 2023.

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The 1,400 passionate

dedicated professionals who make up Northern Rivers Family of Services trace their roots to 1829, when a group of concerned women founded the Ladies Orphan Society in Albany. Another branch of our family tree began in 1888, when the Home for Destitute Children was formed by another group of concerned women in Schenectady. Over the years, these two organizations grew and evolved, with the Orphan Society eventually becoming Parsons Child & Family Center and the Home for Destitute Children becoming Northeast Parent & Child Society. In 1979, Unlimited Potential was formed in Saratoga Springs. In 2012, our Albany and Schenectady branches joined to form Northern Rivers, with Unlimited Potential joining the family in 2019. Today, as one of the leading human services organizations in New York state, our continuum of care serves more than 18,000 children, adults, and families throughout more than 40 counties each year.

Our Family Tree

Behavioral
Health
5,436
served

Coordinated
Care &
Community
Solutions
4,222
served

Education
819
served

Residential &
Foster Care
Services
784
served

Management &
Administration
1,400

More than **18,000** children, adults, and families served through **60+** programs, services, and departments, funded through **80+** government and education sources.

Geographic Impact

Our geographic reach stretches across much of New York, covering more than 40 counties with offices in these 15 counties:

Albany
Broome
Columbia
Franklin
Fulton

Greene
Herkimer
Orange
Otsego
Rensselaer

Saratoga
Schenectady
Ulster
Warren
Washington

Corporate Partners & Donors

July 1, 2022 – June 30, 2023

A SPECIAL THANK YOU TO OUR LEAD PARTNER



Member FDIC

CHAMPIONS



COMMERCIAL DIVISION

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 Maximus Foundation, Inc. | Review Foundation | Rose & Kiernan Charitable Foundation, Inc. | Stewart's Shops
 Target Corporation | Ticket to Dream Foundation | William Gundry Broughton Charitable Private Foundation, Inc.
 WGY Christmas Wish Campaign

View our full list of donors at northernrivers.org/giving/donors

Foundation Support

+ \$160,823 secured
 + 19 foundations

Donor Support

+ \$715,270 donated
 + 550 donors,
 190 new

In-Kind Support

+ \$310,000 estimated value
 + More than 1,000
 donations

Volunteer & Intern Support

+ \$375,141 value
 + 10,845 hours
 + nearly 400 volunteers
 & interns

Total Community Impact

\$1,561,234



Mae Shows the Way

They say that 90 percent of success in life is showing up. If that's true, then Mae from our school in Schenectady is way ahead of the game. Earlier this year, she won what we call the grand slam of youth achievements. In just one month, she earned the school attendance award and the student-of-the-month award, made the high honor roll, and was named youth-of-the-month in her residential unit. Here's to Mae for setting the standard!



Learning from Legends

For years, our residential youth have had the opportunity to try sports like bobsled and skeleton at the Lake Placid Olympic Center, thanks to our Recreation Coordinator Ken DeLong. They've gotten to rub elbows with a number of Olympic heroes, making lasting impressions and giving our kids the experience of a lifetime. This year, one of our kids, Manny, made his first run ever down the bobsled track, and he got pointers from no fewer than six members of Team USA.



Raising the Bar

Thanks to our board member, Jermaine Cruz, Assistant Dean of Albany Law School, a group of our Albany students spent a day at the school meeting with school leadership, the admissions team, and current law students. Most importantly, they got a good look at what's possible, and more than a few of the 14 students on the visit started thinking differently about their futures afterward.



The Dream

Every year, our Early Head Start (EHS) community comes together to celebrate the life, legacy, and teachings of Dr. Martin Luther King Jr. at a gala event made possible by our friends at Target. The whole world is ahead of our EHS students, and we want to give them the support to live their dreams.

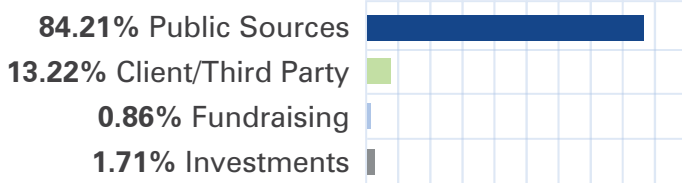
Financial Impact

FINANCIAL REPORT: JULY 1, 2022 – JUNE 30, 2023

Presented is a summary of our organization's financial results subject to final audit.

To view the complete audited financial report, visit northernrivers.org/about-us/financial-impact.

OPERATING REPORT: REVENUES



Public Sources.....	\$82,992,965
Client/Third Party	\$13,026,001
Fundraising.....	\$847,787
Investments.....	\$1,686,269
TOTAL OPERATING REVENUES.....	\$98,553,022

What a Kick!

What started with an idle challenge at a meeting has grown into the game of the year. We welcomed the Schenectady County Department of Social Services to take on our kids and staff at our Park Place residential facility in the first-ever Northern Rivers Kickball Challenge. More than 100 players and supporters cheered the hardest-fought tie the sport has ever seen.



Work-Life Balance

For his final three years of high school, Thomas helped out in our school cafeteria as part of our vocational program. Upon graduation, we just weren't ready to lose his services — so we hired him as a staffer. "The day I got my staff shirt, I realized that this was it, I'm starting a new life," he said.

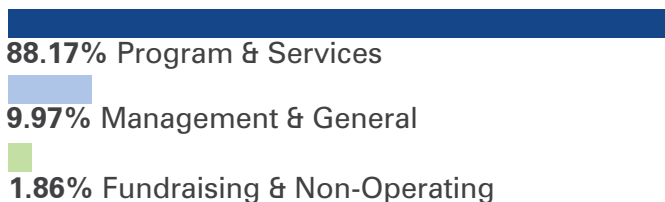
After a summer of increasing responsibilities, Thomas sent us a note thanking us for the opportunity and saying that he wouldn't be able to stay on, as he was starting his collegiate automotive technology studies. But we weren't ready to lose a valued employee, so we were able to work with him to stay with us as a per diem employee.



Getting on Board

SATRI (the Sidney Albert Training and Research Institute) has a tall order, providing training both for our 1,400-strong workforce and for thousands of professionals and organizations statewide. With years of strong growth for our external professional development and training options, this year SATRI bolstered our efforts to retain great staff. They've worked with the entire human resources team to focus on onboarding training for new employees, developing more than 35 new trainings customized to the unique needs of each of our service divisions. Our new staffers are hitting the ground running, with SATRI showing them the way!

OPERATING REPORT: EXPENSES



Program & Services	\$86,794,284
Management & General	\$9,810,086
Fundraising & Non Operating	\$1,835,095
Total Operating Expenses	\$98,439,465

STATEMENT OF FINANCIAL POSITION FISCAL YEAR ENDED JUNE 30, 2023

Cash & Investments	\$35,403,218
Accounts Receivable	\$16,299,563
Property	\$28,544,211
Other	\$4,526,016
Total Assets	\$84,773,008

Liabilities	\$44,669,878
Net Assets	\$40,103,130
Total Liabilities & Net Assets	\$84,773,008

Supporting Our Sector

8.5% COLA for Human Services

RETAIN STAFF & KEEP THE LIGHTS ON

This billboard greeted NYS legislators traveling to Albany every day throughout the final budget push.

Northern Rivers isn't the only organization working to help children, adults, and families change their lives. All throughout New York state, nonprofits large and small provide vital programs to people in need. The organizations that make up New York's nonprofit Human Services sector face a host of challenges—challenges that can only be overcome if we stand up together to fight for what's right.

The majority of our rates, and by extension our ability to pay workers and run programs, are set by state elected officials. Every year, these leaders make budgetary and policy decisions that dictate what organizations like ours are able to do. That's why it's so important that we make ourselves heard whenever we can.

We've stepped up our advocacy efforts because we believe our clients deserve the opportunity to succeed. Faced with more than a decade of wages that have fallen far behind the pace of inflation, we fight for initiatives like a fair cost of

living adjustment (COLA), adequate funding for prevention services, and special education rates that actually cover our costs.

Whether it's empowering employees from our programs to reach out to their local legislators, organizing rallies at the Capitol, supporting call- and write-in campaigns, participating in public events to demonstrate our impact, or meeting directly with state officials, we're fighting on behalf of everyone impacted by these decisions.

This year, we've gone even further. We led an initiative that brought 30 organizations from throughout the state together to speak with one voice directly to the Governor, the State Senate, and the State Assembly, capped by a billboard steps from the Capitol.

In the end, we didn't get everything we asked for, but we did get their attention and their acknowledgment. We're nowhere near finished.

In Their Own Words

We received an incredible note from the parent of a client recently discharged from one of our behavioral health programs: "One year ago, we brought K to you with hope and trepidation...."

From the very first meeting, my fears were relieved. As the year passed, I was continually impressed with the care K received. It is truly amazing how far she has come.

You made me feel like K was your only client and your top priority."

Mental Health On the National Stage

Mental health matters. Through a lot of hard work we continue to help reduce the stigma that has too long surrounded the request for help. We were honored to be asked to participate in a public event discussing mental health resources led by U.S. Secretary of Health and Human Services Xavier Becerra in January.



A Year Full of Accomplishments



Foster Care Opens New Office

Over the past 12 years that we've served Herkimer, Madison, and Oneida counties, the need for foster parents in this area has continued to grow. That's why we opened a new office in the heart of Herkimer, so our foster care team could be right in the neighborhood to provide support whenever needed. We celebrated the ribbon-cutting in May with leaders from the NYS Office of Children and Family Services and community leaders.

Youth Art Show

Thanks to an incredible donation from Capital District Physicians' Health Plan (CDPHP), we were able to host the first-annual Northern Rivers Youth Art Show! Brilliant, passionate young artists from our residential programs in Albany showed off more than 50 inspiring works to an appreciative crowd of honored guests, staff, and their peers.



New School Gym Opens

Our school in Schenectady was built in 1951, and in all those years the gym has seen quite a workout! After a yearlong construction project, we cut the ribbon on a beautiful new facility this spring—and welcomed our new school mascot, Navi the Gator.

Two New Youth ACT Teams Launch

After years of successfully operating an Assertive Community Treatment (ACT) for adults in Saratoga, Warren, and Washington counties, we were selected by the NYS Office of Mental Health to launch two of the first Youth ACT teams in the state—one serving Albany and Schenectady counties, and shortly thereafter a second team serving Saratoga, Warren, and Washington counties. The teams provide intensive, community-based services to youth ages 10-21 who struggle with serious mental illness, enabling them to safely and successfully overcome challenges in school, at work, at home, in social situations, and with physical health and wellness.



We're proud of all that our clients and staff have accomplished this year, and we're still hard at work every day making sure that each year is better than the last. Thank you for being part of our family!

NORTHERNRIVERS

NORTHEAST PARENT & CHILD SOCIETY
PARSONS CHILD & FAMILY CENTER
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HOLIDAY GIVING CAMPAIGN

Accepting gifts until December 15.

Whether you're interested in shopping, sharing a custom online wish list with your team, or displaying a giving tree in your office, learn more at northernrivers.org/giving/holiday-giving.